

EXTERNAL JOB ADVERT

Job Title: Administrative Assistant	Reporting to: Principal Officer
Department : Insurance	Location : Nairobi

JOB SUMMARY

Kimisitu Insurance Agency Ltd. is seeking to recruit a highly motivated, meticulous and organized Administrative Assistant to lead the operational and structural workflow of the agency. The successful candidate will act as the backbone of back-office systems ensuring seamless policy administration, flawless underwriting documentation, accurate client records maintenance, and swift claims coordination. In addition to core administrative frameworks, the administrative assistant will support the agency's digital ecosystem, optimizing customer onboarding pipelines, online lead tracking, and digital brand placement to sustain the growth of the business portfolio.

KEY DUTIES AND RESPONSIBILITIES

- **Policy Administration & Workflow:** Formulate, review, and process insurance applications, endorsements, and policy documents across multiple product lines to ensure absolute structural alignment.
- **Client Servicing & Account Care:** Supervise client portfolios to provide fast, professional clarity regarding premium quotes, coverage provisions, account queries, and renewal structuring.
- **Underwriting Coordination:** Act as the principal point of contact with partnering insurance underwriters to ensure efficient risk verification, documentation upload, and timely policy issuance.
- **Claims Management Tracking:** Systematically receive insurance claims notices, support clients through documentation compilation, submit claims to underwriters, and actively follow up to ensure prompt settlements.
- **Database Integrity & Reporting:** Maintain neat, secure, and accurate digital and physical client records. Compile and generate systematic periodic production data, performance matrices, and operational capacity reports.
- **Digital Optimization & Customer Tracking:** Support the execution of digital marketing campaigns across social media and digital platforms. Monitor online customer engagement, track digital incoming leads, and manage web-based client communication portals.
- **Compliance Controls:** Ensure all administration processes align strictly with internal standard operating procedures and legal frameworks stipulated by local insurance regulatory bodies.

QUALIFICATIONS AND EXPERIENCE

- Diploma in Insurance, ACII or IIK
- Minimum of two (2) years' experience in insurance administration, underwriting support, or financial services operations.
- High proficiency in Microsoft Office suite (Word, Excel) alongside practical exposure to digital business platforms, content delivery tracking, and lead management tools.
- Strong communication, attention to fine detail, and ability to work independently under minimal supervision.

KEY COMPETENCIES & BENEFITS

- High level integrity and professionalism
- Strong organization and documentation skills.
- Analytical and problem-solving ability

KEY RELATIONSHIPS:**Direct Reports on this Role:**

- Direct sales Representatives

Internal Contacts

- All Departments

External Contacts

- Kimisitu Sacco Members and external customers
- Vendors
- Underwriters'
- Regulators

REMUNERATION

The position offers a competitive salary, complemented by additional benefits in line with company policy.

How to Apply

Interested candidates meeting the above requirements should apply online by filling in the data form on this link: [ADMINISTRATIVE ASSISTANT KIA – Fill out form](#)

The data form must be fully filled. Incomplete forms will be disqualified. In addition, the applicants should send an application letter with a detailed CV to jobs@kimisitusacco.or.ke by Tuesday, 7th July 2026, clearly stating the email subject as "**Administrative Assistant**".

People with disabilities are encouraged to apply.

Only shortlisted candidates will be contacted.

[Kimisitu Insurance Agency is an equal opportunity employer](#)